



# **Warranty Nexus**

A WORKFLOW AUTOMATION SOLUTION



**Typically, Warranty Management Systems** are pieced together over time. Warranty management systems grow as product lines are expanded, new dealer channels are added, and manufacturing is diversified. These gradual enhancements can result in fragmented communication, which decreases efficiency and customer satisfaction.

**Warranty Nexus** streamlines workflows and connects critical parties in the warranty lifecycle. In doing so, it acts as a centralized hub to process, communicate, inform, and gain intelligence that is crucial in improving product quality and customer experience.

## **Streamline** Warranty Processes

Improve the effectiveness and efficiency of all warranty processes by simplifying and automating product registrations, service plans, warranty claims, returns, supplier recovery and service campaigns.

## **Reduce** Warranty Costs

Reduce warranty costs by applying policies and terms, increasing supplier recovery, and improving service operations. Increase retention and grow service plan sales by delivering value and enhanced customer experience.

## **Improve** Product Quality

Improve product quality through actionable insights with warranty reporting and analysis to reduce correction cycle time of any product defects. Enhance collaboration with all stakeholders including Quality, Manufacturing, Engineering, and Suppliers.

 **Speridian**  
TECHNOLOGIES





Warranty Nexus Integrates with all core business systems:

CRM — ERP — PLM  
Field Services

Automated processes aided by configurable rules and process workflows to reduce manual intervention in different phases of the warranty management cycle (claim validation, claim approval, claim routing, reserve forecasting, etc.).



Warranty Nexus

Case Study • Cost Benefit Analysis

1 Million USD Saved over the first 4 years

46% Productivity Gain

41% Claim cost Decrease

Make it easier to do business with your company

## Features

### Warranty Insights

### Registration

### Supplier Recovery

### Claim Processing

#### Compatible with Core Systems

Seamlessly integrate with Oracle and gain new functionality with, Salesforce, SAP, and other custom integrations.

#### Online Partner Portals

Empower business partners and customers to self-serve, relieving your company of handling cumbersome tasks.

#### Knowledge Base

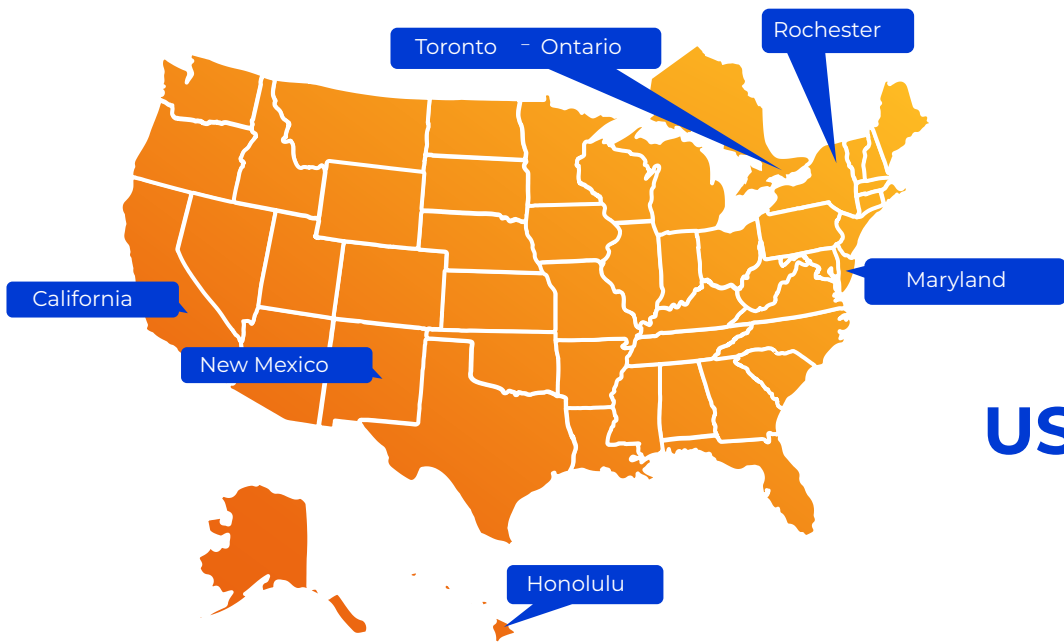
Publish instructional videos, schematics, PDF's and supportive documentation saving you and your business partner's valuable time.

#### Process Automation

Include only the necessary information in your workflow, reducing redundancies and increasing productivity.

#### Real-Time Analysis

Track trends and identify weak links in your process to improve quality and customer service.



US Based Support

a full life-cycle **Warranty Automation Solution**



For more information please contact us at:

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15 Offices in 6 Countries